

# Skills for Living

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# Topic 3-2

## Communication in Relationships

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- In this topic, you will learn about the skills you can use to develop open communication in your relationships, as well as
  - ❖ **The importance of communication in relationships**
  - ❖ **Barriers to open communication**
  - ❖ **When negative feelings occur**
  - ❖ **Communication in the workplace**

# Communication in Relationships

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## **Objectives for Topic 3-2**

After studying this topic, you will be able to

- state the importance of open communication in relationships
- list ways to communicate positive feelings
- describe barriers to communication
- suggest methods for handling negative feelings
- give tips for communicating in the workplace

# Topic 3-2 Terms

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- ❖ open communication
- ❖ stereotypes
- ❖ prejudices

- ❖ coded messages
- ❖ role expectations
- ❖ diverse

# The Importance of Communication in Relationships



- ***Open communication*** is a free flow of ideas, opinions, and facts among the people involved
- It can be encouraged by
  - ❖ communicating positive feelings
  - ❖ overcoming barriers
  - ❖ handling negative feelings

# Communicating Positive Feelings

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- Thinking positively about most situations in life will help you be happy
- Ways to communicate positive feelings
  - ❖ Whenever you meet someone, be the first to say hello
  - ❖ Offer praise and compliments when they are deserved
  - ❖ Defend people who are the object of harmful gossip

# Communicating Positive Feelings

- ❖ Smile and look happy
- ❖ Look others in the eye when you talk to them
- ❖ Show concern for others by asking them about matters that are important to them



# Barriers to Open Communication

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- *Stereotypes* are set beliefs that all members of a group will behave in the same way
- *Prejudices* are opinions that people form without complete knowledge
- *Coded messages* are messages that people try to communicate without saying what they really mean



# Barriers to Open Communication

- ***Gender differences*** are differences between males and females
- These differences may be related to role expectations
  - ❖ ***Role expectations*** are patterns of socially expected behaviors



# Activity

- Give some examples of the following barriers to communication

Barrier	Example
Stereotypes	
Prejudices	
Coded messages	
Gender differences	

# When Negative Feelings Occur

- When negative feelings occur, communicate them in a useful, constructive way



# Handling Negative Feelings

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- Discuss your negative feelings with the person whose behavior is bothering you
- Keep a simple issue simple
- Do not reopen old issues that have already been settled
- Discuss the problem without making nasty comments

# Handling Negative Feelings

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- Recognize your own faults and accept them
- Try to be pleasant rather than grouchy
- Help people see that you like *them* even though you don't like their behavior
- Say what must be said and stop
- Try to end on a positive note

# Communication in the Workplace

- The goals of communication at work are to pass along information and to build effective work relationships
- You are likely to form work relationships with people who are *diverse*, or different from one another



# Communication in the Workplace

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- Keep conversations unrelated to work to a minimum
- Show courtesy to customers and clients
- Use good listening skills
- Use standard English, not slang
- Avoid telling jokes at work
- If a misunderstanding occurs, discuss it with the person involved

# Summary for Topic 3-2

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- Open communication is important in personal relationships
- Sharing positive feelings encourages open communication
- Common communication barriers include
  - ❖ stereotypes
  - ❖ prejudice
  - ❖ coded messages
  - ❖ gender



# Summary for Topic 3-2

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- Learning to handle negative feelings in a positive way is an important communication skill
- Because of the diversity of today's workplace, communication skills are especially important